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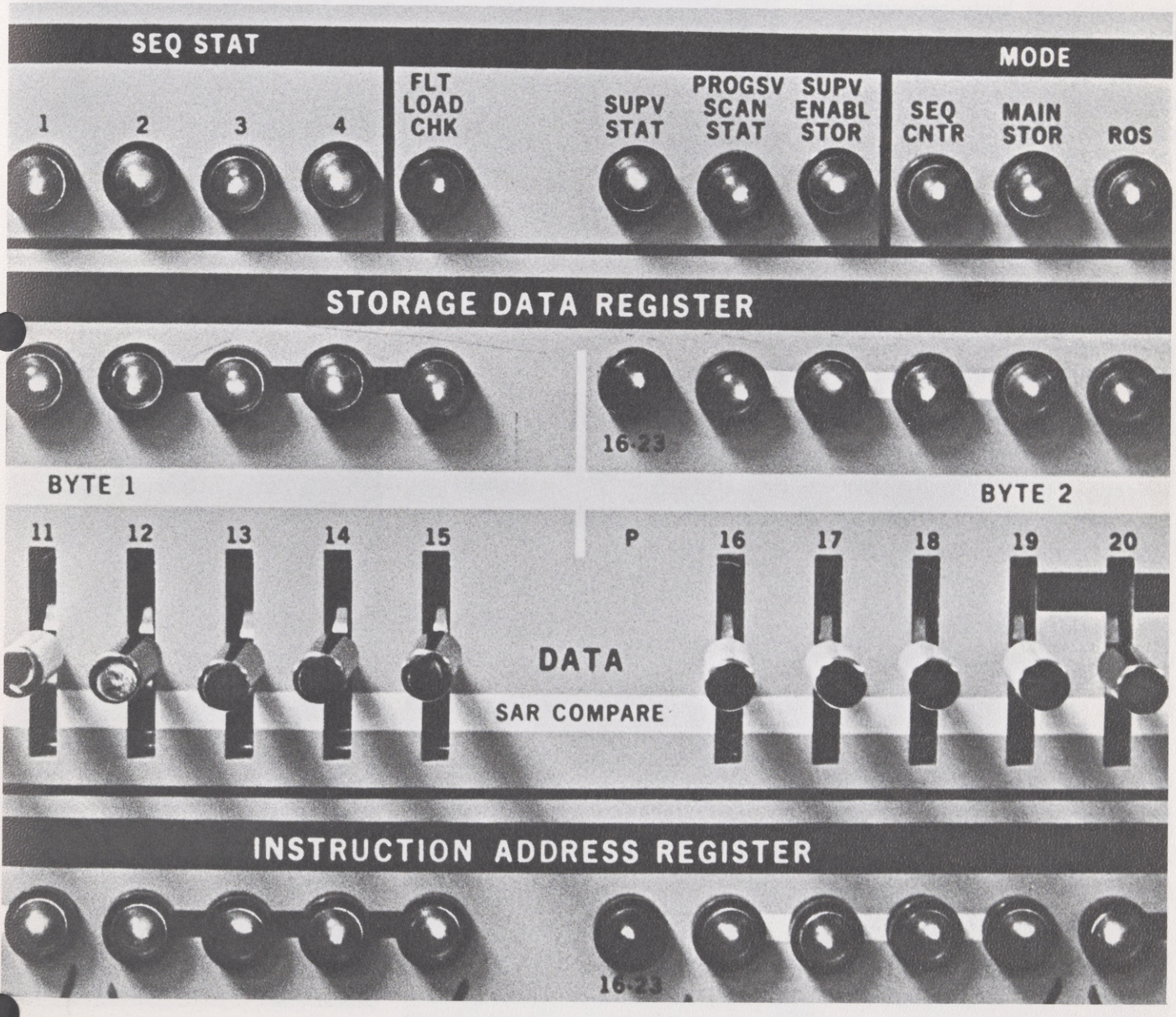
The way the future looks . . . HIS



This is not Big Brother. It is the benevolent, blinker-and-button countenance of an IBM 360 Model 50 computer. Now star performer in the computer center on the campus of UC Medical Center in San Francisco, it will someday be reduced to satellite status when a still bigger computer takes over. Meanwhile, HIS – Hospital Information System – is here to stay. This will mean changes in instructional techniques, research and administration. Story and pictures are inside.

Robinson duet Joins UC team

It's a case of "like mother, like daughter" with Mrs. Cliff Robinson and 17 year old Vickie.

Right now, Betty Robinson and her strawberry blonde offspring make up the only mother-daughter team on the UC Hospitals' volunteer roster.

And this family duet wasn't plotted. It just happened.

Mrs. Robinson, for instance, was lunching with her aunt at Moffitt Hospital last winter and was attracted by the bright and lively appearance of the gift shop in the lobby.

"Why not volunteer to help staff it?" suggested her aunt, a UC Hospitals' employee.

"So I went right in and asked about it that very day," Mrs. Robinson recalls. She's been a weekly gift shop aide ever since last February and has earned her 100-hour pin.

Pretty Vickie is a novice at volunteering as far as hours are concerned, but it won't take long to run up an impressive total. She reports for duty in her crisp pinafore five days a week —1 to 4:30 p.m. It's part of her work-training program at Lincoln High, where she is a senior.

Vickie had volunteered earlier at UC Hospitals one summer when she was 16 "but I got busy with Merionettes," she explains now of her plunge into the activity of the nationally recognized women's synchronized swim team in San Francisco.

Vickie has been "busy" with Merionettes for four years. She swims five or six days a week with her team from 5:30 to 7 p.m. She finally sits down at the Robinson dinner table at about 7:30. Then it's homework.

A tight schedule? "Well, it's just putting one thing after the other and doing it," Vickie says of her school-volunteer-sports pattern of living.

Mrs. Robinson and her daughter have a dual interest in Merionettes as well as in UC Hospitals. Betty Robinson is one of the volunteer seamstresses for the swim team.

Ringing up sales and serving up smiles are part of staffing the hospital lobby gift shop for volunteer Mrs. Cliff Robinson. Half of the only mother-daughter volunteer duo now on UC Hospitals' rosters is Mrs. Betty Robinson, above, who has earned her 100-hour service pin.

Mothers of Merionettes design and sew all the costumes for the aquacade appearances. "It's a challenge and it keeps me busy. I love it," says the energetic mother of Vickie and Cindy, 13, and the wife of Cliff Robinson, long-time Park and Recreation Department staffer.

While synchronized swimming is fun, Vickie has other plans. She's headed for a business career, and her assignment to typing and filing in social services at UC Hospitals will provide valuable and practical experience.

Of course, the secretarial saga may have to wait on one thing. Says Vickie: "I'd kind of like to be an airline stewardess. I want to see the world."

One thing is sure. A plane will never be late because it waited for Vickie. She's accustomed to a jet-age schedule on the ground.

Another Robinson is heard from; Vickie, above, is a volunteer, too. Betty Robinson's daughter does clerical work five days a week after school.

The computer makes its debut on SF campus

The photograph of a parrot hangs on the wall of Dr. John Starkweather's office in the computer center at UC Medical Center. And why not?

Computers can be as chatty as parrots, as far as the sandy-haired young psychologist is concerned.

As coordinator of information systems for the San Francisco campus, Dr. Starkweather has designed a computer conversation called PILOT — Programmed Inquiry, Learning or Teaching. And what comes out of a computer programmed for PILOT is this kind of dialogue in a simulated interview when the student asks questions via the typewriter keyboard:

— WHAT BRINGS YOU IN TO SEE ME TODAY?

— WELL, MY WIFE WANTED ME TO COME. IT'S NOT MY IDEA. SHE TOLD ME I OUGHT TO SEE A PSYCHIATRIST. SHE SAID SHE WAS GOING TO LEAVE ME IF I DIDN'T GO.

The interview goes on from here and develops into a discussion between physician and patient. The computer can be programmed for either role.

What's valuable about PILOT, its designer feels, is that a specialist in a non-computer field can write interactive conversational programs. He doesn't have to know technicalities of the machine, nor does he have to possess special knowledge to chat through PILOT. He simply needs to punch the right keys on the typewriter.

Now waiting in line for PILOT, which will be ready for applied use later this month, are faculty members in the schools of pharmacy, physiology and psychology, to mention a few.

"What we have to do now is search out places where we have teaching problems and try to solve them with PILOT," the computer expert-psychologist suggests.

"And the advantage of computer technology lies in its allowance for individual differences."

This may come as a rude shock to the average citizen, who views computers with a mixture of awe and suspicion. And Starkweather adds: "The interaction between computer and human being is just the reverse of the idea that a machine is de-humanizing."

Added to its ability to adapt to individual differences, the computer has this to offer: Because it is capable of extensive data collection and analysis, computer terminals in classrooms or laboratories can not only instruct but gather data and analyze results related to learning principles as well as student performances.

About the high cost of computerization, Dr. Starkweather says: "You simply have to gamble on what you see as the future benefits of using computers, despite the initial high cost."

The annual budget for the central computer operations alone on the San Francisco campus is more than $500,000. All applicants for computer use are charged fees on a time basis.

Instructional uses for computers are opening up new vistas. But there are other horizons, too. Some campus groups within Starkweather's Office of Information Systems are working to develop research systems to assist medical investigators with consultation and computer programs. One such user is a research program in cardiovascular problems. Still another group is concerned with administrative areas — student registration, mapping out work loads for grounds and buildings employes, hospital accounts, billing.

Yet another group provides the central computer operations which are used by all other applicants.

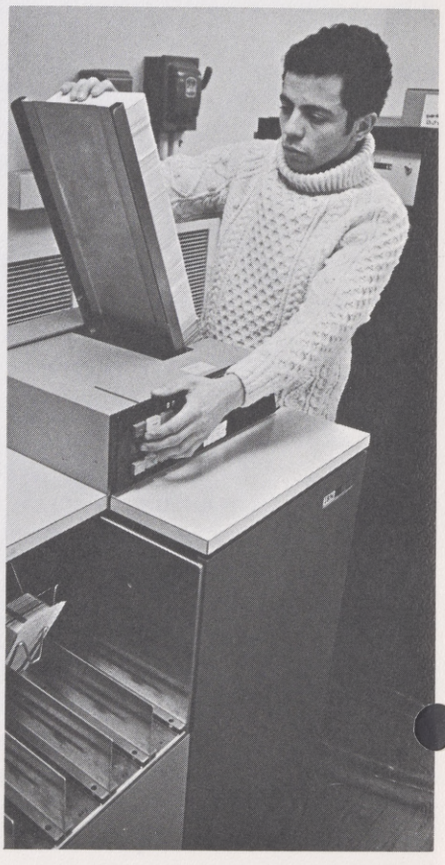
With all this, what more can a computer do for the university of tomorrow? Starkweather firmly believes no university can afford to be without one. Recruiting a first-class faculty is almost impossible unless a university can offer excellent computer facilities.

Students who are being exposed earlier and earlier to sophisticated teaching methods will someday require the computer as a tool to support every area of study.

"And the computer will allow a student to be more self-directed in learning, to reach more easily — and sooner — a real competence in a variety of areas. It will provide broader training and give students the feeling they are more personally involved in that training," said the UC Medical Center faculty member.

A computer system that chats is the brainchild of Dr. John Starkweather.

Housed in temporary quarters on Fourth Avenue is the UC Medical Center San Francisco campus computer office, above.



Digital computer operator Jacque Heidanus is ready at the keyboard terminal for a go-ahead from Dave Rose, above, operations manager of Computer Service Organization. Julio Comaduran, right, handles cards.

A decade ago — sheer fantasy

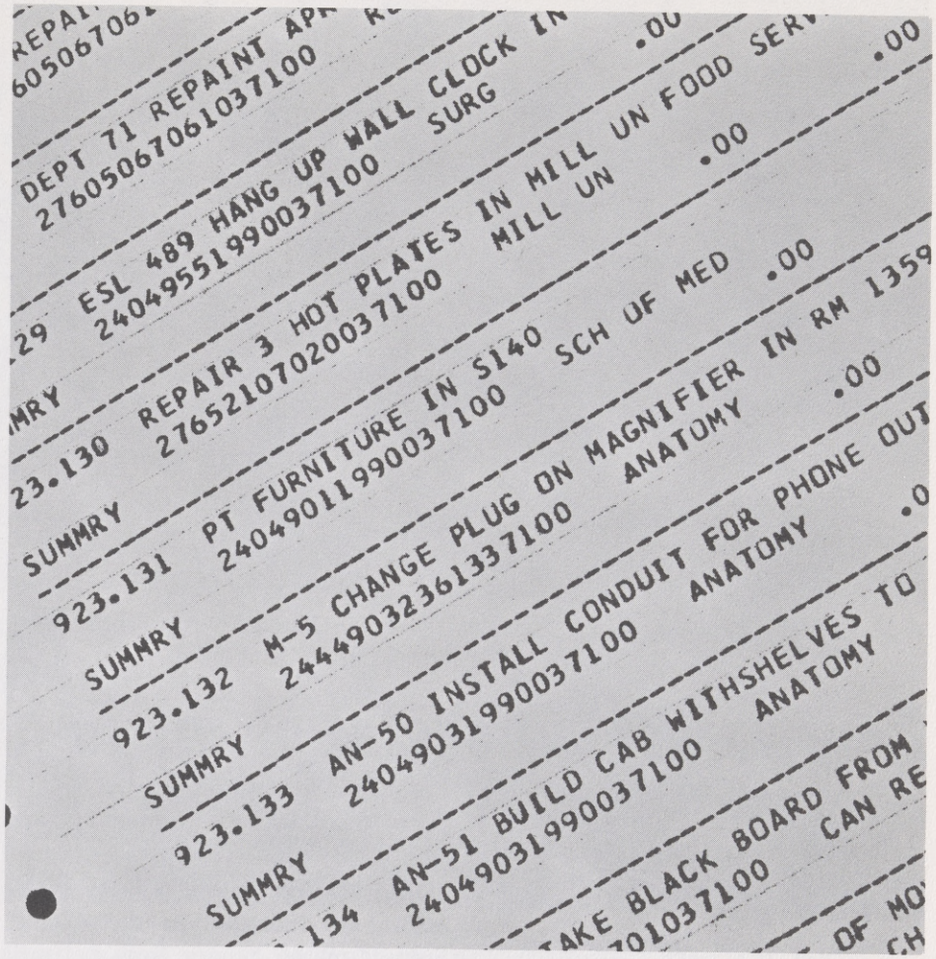
Ten years ago, the idea of installing a computer in a hospital was called sheer fantasy . . . wild . . . science fiction.

But the University of California Medical Center decided as early as 1955 to use data processing equipment for business office details — billing, accounts, daily census and other patient services.

According to Harold Hixson, UC Hospitals' administrator, UC was the first hospital in Northern California — perhaps one of the first in the nation — to begin planning for computer use at that time.

"After two years of study," Hixson says, "we became convinced the future lay in the direction of electronic data processing equipment. By 1962, hospital people concluded that application of computers to business processes was only a minor factor in the whole picture.

"Our concept is patterned on the next four years. After that? We don't know. We do know there will be continued acceleration. That will point the way for HIS — a total Hospital Information System."



The computer understands non-scientific language, too, as the above indicates.

A 'first step' toward the live organ bank

"The first real step toward establishing 'live organ banks.'"

That's what Dr. J. E. Dunphy, M.D., chairman of the department of surgery at UC San Francisco Medical Center, calls the unique transportable organ preservation machine developed by Dr. F. O. Belzer and his associates.

An assistant professor of surgery at UC Medical Center, Dr. Belzer headed the team of researchers who devised a machine on which cadaver kidneys have been "kept alive" for as long as 17 hours.

The first human kidney transplantations using cadaver kidneys maintained by the machine were performed recently by Dr. Belzer. Successful procedures were reported in all three patients.

How does the machine work? Says Dr. Belzer:

"While the kidney is on the machine, a constant supply of human plasma, fortified with hormones and other substances, is pumped through it. The kidney functions as it would in the body and produces urine."

Dr. F. O. Belzer
Organ preservation machine

Improved preservation techniques like those of Dr. Belzer permit kidney transplantations to be elective rather than emergency procedures.

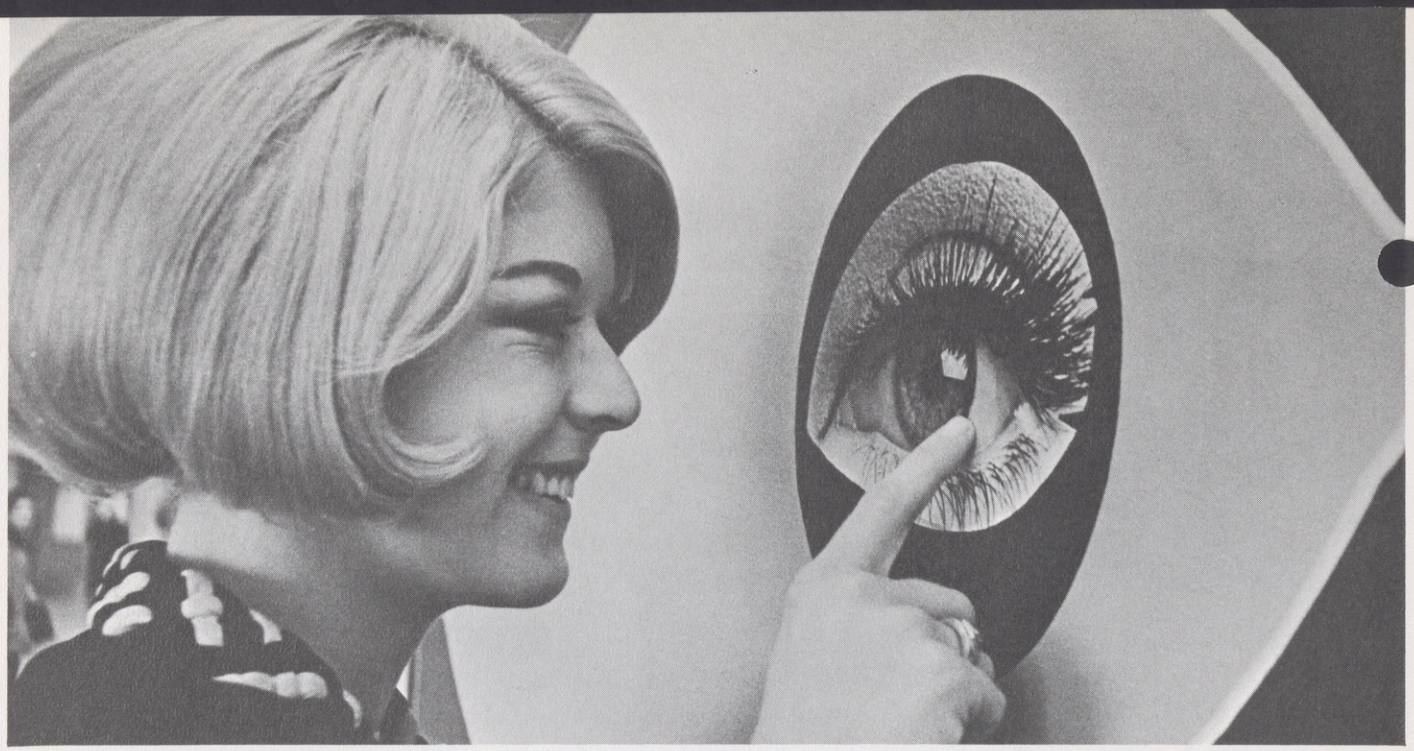
"Today," Dr. Belzer explains, "patients waiting to receive an unrelated donor kidney must be on constant standby in the hospital, often for weeks."

With the machine, however, recipients would be able to wait at home until a correctly matched kidney was available. The pump would continue to maintain the organ.

While preservation of kidneys and other organs for long periods is still the goal, a 72-hour preservation period is vitally important, too, for transplantations of heart, liver or lungs.

While the patient is undergoing the lengthy period required for surgical preparation, the organ can be maintained on the perfusion machine. This lessens damage to the transplant organ.

A donor organ on the machine also erases the problem of simultaneous surgery and does away with the need for at least two surgical teams to perform the transplantation.



With some paintings, it's eyeball to eyeball. That's how hospital visitor Toni Barrient confronted Jean Hysons's "The Sacred Eye."

How to get an eyeful of art in hospital halls

The world of art met up with the world of science this month when University of California Hospitals Auxiliary launched a "first" in Moffitt and UC Hospitals.

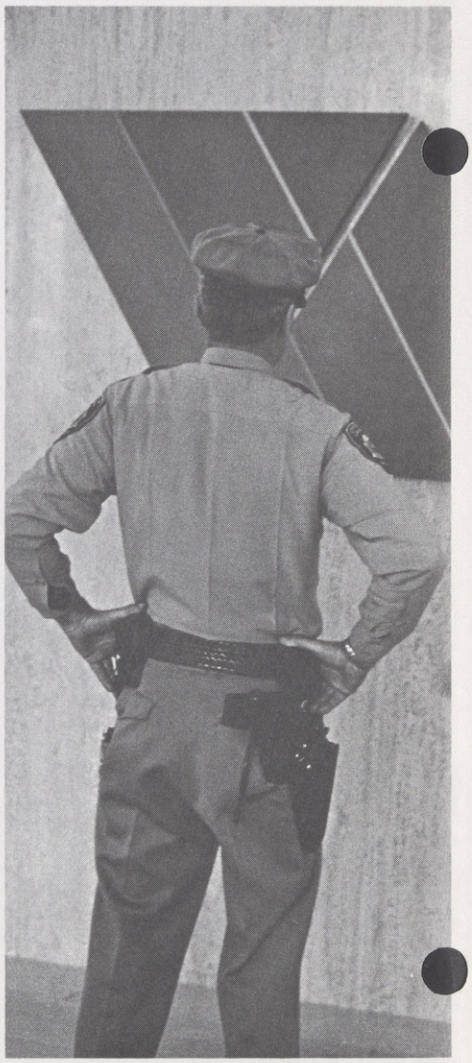
It was a show of more than 75 paintings by members of San Francisco Women Artists, and it will hang in the lobbies and corridors of both hospitals through March.

Prices are marked on paintings. Information desks in the hospitals can provide further information for potential buyers, according to Mrs. Francis Sooy, auxiliary board member and chairman of the art show.

Oils, acrylics, collages and water colors are included in the exhibit. Subject matter ranges from portraits to misty landscapes to splashy abstracts and a smattering of geometric constructions.

Most appropriately titled, considering the show's locale: "Herman's Appendix" by M. M. Horton.

Mrs. Francis Sooy, right, Auxiliary art show chairman, with Theresa Hack of the San Francisco Women Artists.



Here, it's guard versus geometric art.

Students aid Mexico clinic

Take a turn-of-the-century barber chair, a one gallon pickle relish jar and an old stage light. Add the indefatigable good will and ingenuity of nine dental students from UC Medical Center in San Francisco.

And what have you?

A valuable contribution to Project Concern and its medical clinics in Tijuana and a boost in health for dozens of Mexican youngsters and adults who never before met up with a dentist's drill.

Project Concern is a 6 year old, independent, non-profit medical relief organization founded by Dr. James Turpin of Coronado. It offers medical care to needy of all ages and has clinics in Hong Kong, South Vietnam and Mexico.

A campus committee for Project Concern has been established at UC Medical Center with junior dental student Don Kavanagh and Dr. Carl Halde, associate professor of microbiology, as founders.

It was at Project Concern's Casa de Todos — a House for Everybody — in Tijuana that young students from UC Medical Center volunteered time and skills during Christmas vacation.

They plan to repeat the visit—with additional manpower—between quarters and for summer vacation, too.

Dr. Halde's interest in the project was sparked by a visit to the campus of Dr. Dennis Wong, a vigorous Project Concern booster in San Francisco and a graduate of UC's School of Pharmacy.

Dr. Halde's interest plus student enthusiasm produced the Christmas expedition. An advance survey by student Kavanagh prepared volunteers for the fact that for each of 70 children there was an average of six major cavities.

The UC Medical Center's volunteers worked mainly placing amalgam restorations and performing extractions. A Mexican physician from Project Concern was always on call.

Dental students from UC Medical Center who volunteered services in Mexico for Project Concern were, l.-r., Frank Yorita, Ken Akahoshi, Phyllis Long, Jim McNamara, Larry Stroud. More students will be returning between quarters.

Unlike many of their north-of-the-border counterparts, Mexican tots showed little fear of the dentist's chair. Dr. Halde witnessed no temper tantrums and no panic.

"And when adults discovered dental care was available, they flocked in with their aching teeth, too," the UC microbiologist reports.

By the third day of the visit, Tijuanans of all ages were lined up in the dusty clinic yard patiently waiting their turn in the chair.

Students began their volunteer stint with one dental chair, a complete dental unit with low speed drill and "occasional" running water.

Foraging produced another dental chair from Project Concern in San Diego. Finally, an oral surgery room was set up in a 6 x 8 foot cubicle, where an 1890 barber chair doubled as a dental chair and a pickle jar as a cuspidor.

"Students get so much satisfaction out of an experience like this," Dr. Halde believes.

With more students interested in Project Concern — four volunteer optometry students conducted visual screening tests and made glasses for 30 children and 19 adults — housing is becoming a problem.

Dr. Halde dreams of a house trailer parked at Casa de Todos with accommodations for volunteers. "We'd accept one if offered," she says wistfully.

Also in short-supply: antibiotic drugs. All drugs used in the Tijuana project are free-sample donations, but antibiotics are in heavy demand.

Anyone interested in giving time or supplies to Project Concern and the campus fund-raising committee may get in touch with Dr. Halde or Don Kavanagh.

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GENTLEMEN, PLEASE TAKE A BOW

Outnumbered but not necessarily outclassed — those are the men volunteers at UC Hospitals, and their number hit a peak this month.

According to Sue Carlisle, co-ordinator of volunteer services, half a dozen is a record high as far as the male volunteer roster is concerned. And, she adds: "We'd be delighted to have more men willing to take any assignment that's open and who have time to give regularly."

Giving time regularly is part of Fred Greenberg's schedule when he finishes classes on Fridays. A first-year pharmacy student at UC Medical Center in San Francisco, Fred has a special reason for volunteering.

"It gives me a chance to know patients. That's the big thing in pharmacy school right now — more contact with patients."

For two hours, Fred trundles the cumbersome library cart around ninth floor "because the carpet makes it tough for women volunteers to push it," then goes on to UC Hospital, covers an average of four floors.

New to the volunteer contingent of men is Stephen Bishop, United Air Lines pilot who's been based in The City since Jan. 1 and wasted no time in signing up at UC Hospitals "because a nurse friend of mine said it was the best place to volunteer."

Tall, sandy-haired Steve Bishop escorts patients to radiation therapy appointments and has another sideline. He plays chess with patients, too.

College student Jim Lofgren helps tutor in pediatrics twice weekly under the supervision of a public school teacher. Henry Rocha comes all the way from Union City to serve as a clerical aide in volunteer and administration offices once a week.

Polytechnic High School student George Martin is the faithful volunteer who repairs and keeps record players running smoothly for young listeners in the pediatrics department.

Luis Navarro doesn't need records to make music. This employee of the Bureau of Architecture at the Department of Public Works plays guitar and ukelele. He entertains youngsters and adults alike with Spanish songs one evening every week at the hospital.

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Remembering Christmas When February's here

First in line for a belated valentine, as far as patients and staff members of UC Hospitals are concerned, is Mrs. Antonio Constantini.

It was Mrs. Constantini who provided luncheon for 23 women and babysitting services for 24 tots when the trim committee met at her home to complete work on fanciful paper decorations for three eight-foot trees.

Mrs. Constantini is the president of the University of California Doctors' Wives Association.